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To: Microsoft ATR
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Subject: Microsoft Settlement

As a person that relies on technology for my livelihood, I feel I must comment on the Microsoft Settlement issue as a IT professional and a consumer and user of technology.

I have always felt that Microsoft has provided consumers with what they want. Their products are made for ease of use and require little training to get started using them. There are no other operating systems available that offer the ease of use that Microsoft Windows provides.

In reality, if a consumer wants to use an operating system other than Microsoft, it is available. But the fact of the matter is that the consumer would have to be highly technically knowledgeable for that operating system to work properly.

The role that AOL/Time-Warner has played in this is something I have a hard time understanding at all. AOL has itself been practicing in a monopolistic fashion for many years. It is impossible to have an ISP account with AOL without them loading components of little or no value on your computer. The AOL software completely takes over all dial up and internet functions and has been known to completely destroy peoples operating systems. How can this company have any credibility in this matter?

Microsoft has a support and feedback system in place and has been asking consumers what they want to see in a product and provided them with that product. While their business practices may not be ethical, what they provide to consumers is technically unsurpassed by any other software manufacturer. Business consumers may find more useable products on the market. But home users of computers and software need the ease of use and flexibility that Microsoft offers in their products.

Other companies are lacking in market share only because they choose to not market their products. If we don't know they are available, how can we seek them out?

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